



MICHAEL ANDERSON

Cruise Tour Coordinator

Resourceful and detail-oriented Tour Coordinator with over nine years of experience in cruise travel planning and execution. Demonstrates a comprehensive understanding of the cruise industry, including itinerary development and passenger services. Proficient in managing large groups and coordinating complex travel logistics to ensure a seamless experience for clients. Recognized for the ability to anticipate client needs and deliver exceptional service, resulting in high levels of satisfaction and repeat business.

CONTACT

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- San Francisco, CA

EDUCATION

Associate of Arts in Travel and Tourism Management

University of Florida
2016-2020

SKILLS

- cruise planning
- group management
- customer service
- logistical coordination
- market analysis
- booking systems

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Cruise Tour Coordinator

2020-2023

Oceanic Cruises

- Coordinated cruise itineraries for diverse clientele, ensuring tailored experiences.
- Managed all aspects of group bookings, including accommodations and excursions.
- Utilized booking systems to streamline operations and improve efficiency.
- Provided on-board support to clients, enhancing satisfaction during cruises.
- Conducted market analysis to identify trends and optimize offerings.
- Developed customer loyalty programs that increased repeat bookings by 25%.

Travel Agent

2019-2020

Waves Travel Agency

- Assisted clients in selecting cruise packages that met their preferences and budgets.
- Managed client inquiries and provided timely information on cruise options.
- Coordinated logistics for embarkation and disembarkation processes.
- Developed marketing strategies to promote cruise offerings.
- Maintained relationships with cruise lines to ensure optimal service delivery.
- Gathered feedback to continually enhance service offerings.

ACHIEVEMENTS

- Increased group booking rates by 40% through targeted marketing initiatives.
- Recognized for outstanding service delivery in client satisfaction surveys.
- Successfully organized themed cruise events that attracted new clientele.